

EXHIBIT A

Message Center Summary  
November 21, 2001

November 21, 2001

!! Suspension of Express Mail to ZIP  
Codes 202-205

Suspension of Express Mail Service to Washington, D.C., Federal Government Agencies (ZIP Codes 202 .C6 205). Express Mail Service has been temporarily suspended to federal government agencies in Washington, D.C. (ZIP Codes 202 through 205), due to current operating conditions and government security measures. The suspension applies to all retail units, including contract units. This service suspension cannot be enforced through the POS ONE system, so retail personnel must be alert when handling mail addressed to ZIP Codes 202 .C6 205. Advise your customers to use First-Class Mail for articles sent to the affected ZIP Codes. You will be notified when Express Mail Service is restored to federal agencies in Washington, D.C.  
IBM Message 00100-011121

November 21, 2001

!! Adjusted Express Mail Commitments  
for Nov. 21

REMINDER: On Wednesday, November 21, POS ONE will display regular weekday commitments for Express Mail. Due to limited transportation availability, the weekend service commitment should be used instead. Refer to IBM Flash 35 / NCR Flash 29 (dated November 16) for detailed instructions.  
IBM Message 00101-011121

November 20, 2001

!! Adjusted Express Mail Commitments  
for Nov. 21

On Wednesday, November 21, POS ONE will display regular weekday commitments for Express Mail. Due to limited transportation availability, the weekend service commitment should be used instead. In many cases the commitment displayed by POS ONE will not be realistic and will require adjustment. If POS ONE indicates a two-day service commitment, no adjustment is necessary. See the EXPANDED TEXT for more information.  
IBM Message 00099-011120

KH396G